

**ACM TRADING PLATFORM
TROUBLESHOOTING LEVEL 1**

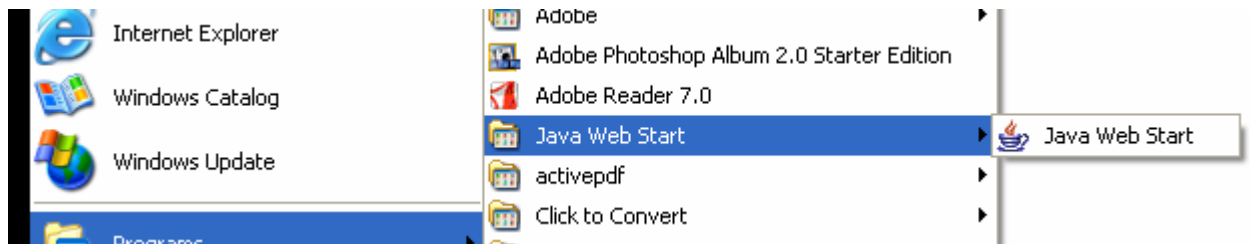


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Some troubleshooting may be necessary because Java Web Start has not been configured correctly.

Procedure to check if Java Web Start 1.4 is well configured:

Launch the Java Web Start Utility by using your general menu like this.



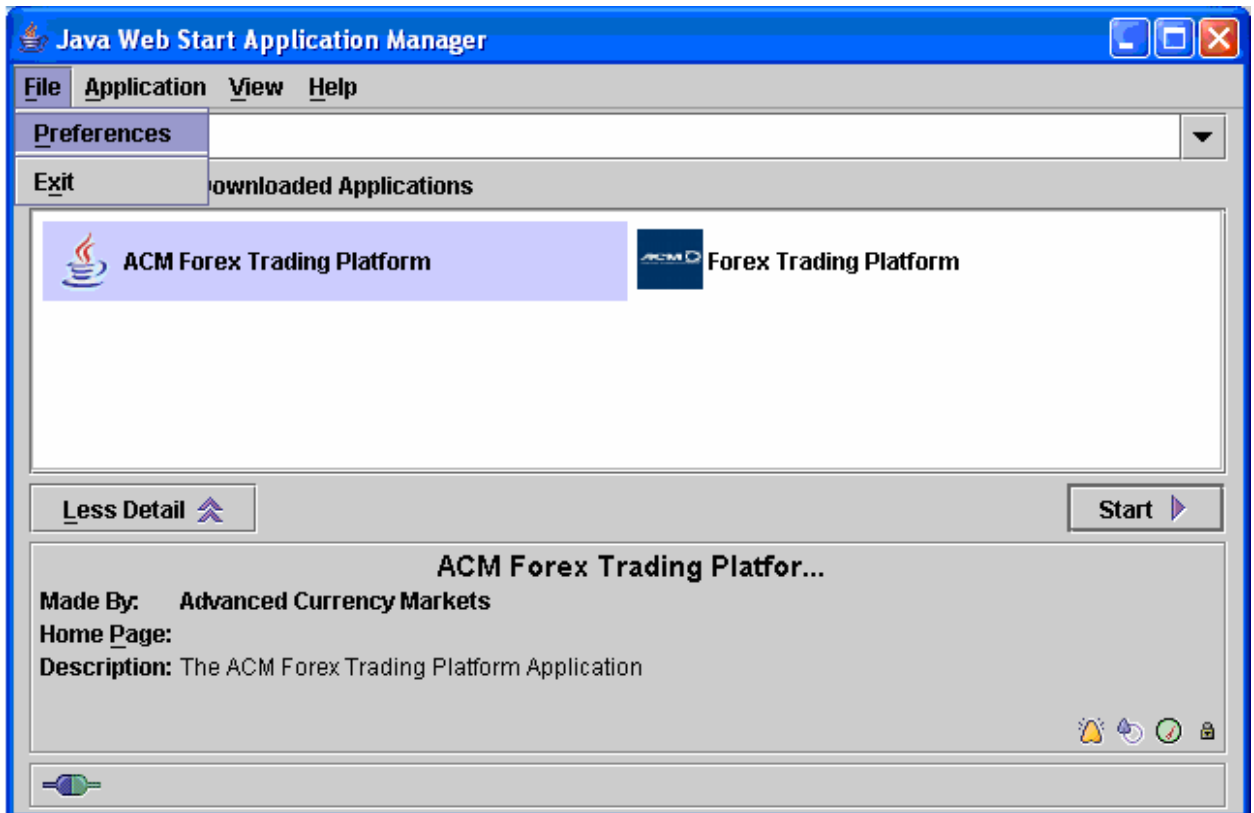
If you don't see the Java Web Start Shortcut then it should be located in your JRE installation directory.

As an example: `C:\Program Files\Java\j2re1.4.2_07\javaws\javaws.exe`"



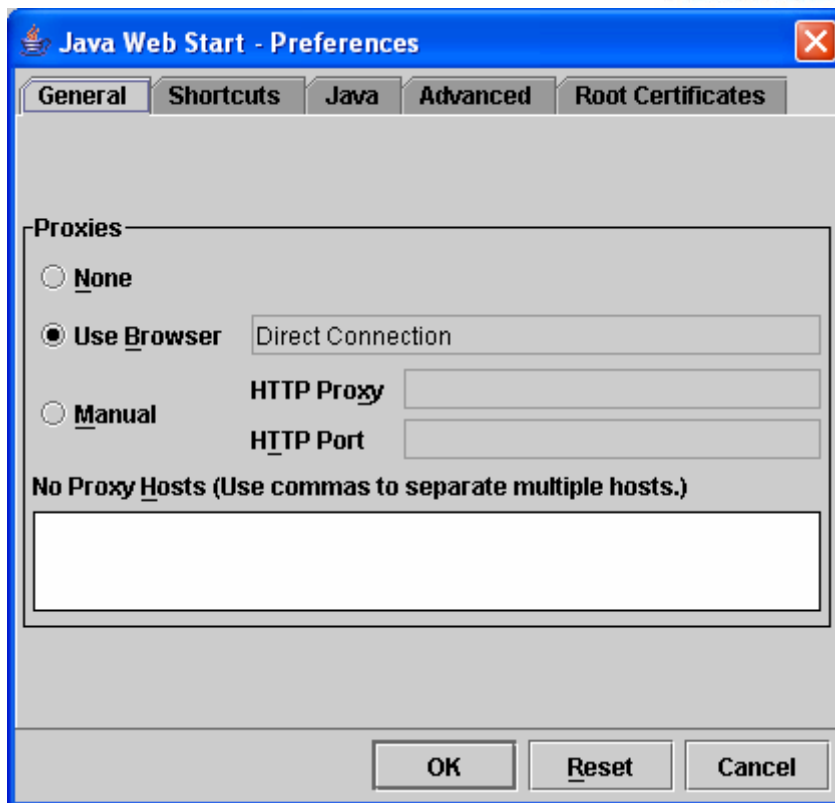
When launching the javaws.exe you see the Java Web Start Application manager

Click on **Preferences** Menu



In the **Preferences** dialog select the **General** Tab.

Verify if the option "**Use Browser**" is selected.



In the **Preferences** dialog select the **Advanced** Tab.

Click OK to close the **Preferences** dialog.
Close the **Java Web Start Utility** dialog.

Try to re-launch the ACM Trading Console.